



714-717-7932 (office) CA Lic# C53-898452 714-484-0729 (fax)

SWIMMING POOL/SPA SERVICE ESTIMATE AND AGREEMENT

Customer: _____ Service address: _____ Same

Amazing Pools & Spas, Inc. (herein after called The Company) agrees to service the swimming pool/spa located at the address above for _____ (herein after called The Customer), who agrees to pay for the service outlined below and in accordance with the terms hereinafter set forth in this agreement. A qualified Company pool technician will perform the following services, as necessary, each visit (weather permitting):

- Clean all skimmer and pump baskets associated with the pool/spa
- Skim water surface to remove floating matter
- Water chemistry analysis, based on the Langelier Saturation Index
- Treat water with the necessary chemicals to meet the National Swimming Pool Foundation’s standards. The following chemicals needed to treat the pool/spa water under normal conditions are provided with the service. These include: Sodium Hypochlorite (liquid chlorine), Trichloroisocyanuric Acid (chlorine tablets), Dichloroisocyanuric Acid (granular chlorine), Sodium Carbonate (pH up), Sodium Bicarbonate (alkalinity up), Muriatic Acid (pH & alkalinity down), and Diatomaceous Earth (DE filters). **ANY OTHER CHEMICALS NEEDED WILL BE ADDED FOR AN ADDITIONAL CHARGE.**
- Vacuuming bottom of pool as needed
- Brush pool/spa walls, and water line tile
- Backwashing

The charge for the foregoing service on a monthly basis shall be \$ _____ per month for _____ visit(s) per week. Your first service visit will be on _____. A deposit in the amount of \$ _____ has been collected for _____. Your first billing invoice will begin in the month of _____. **THIS AGREEMENT MAY BE CANCELLED ANYTIME BY EITHER PARTY BY WRITTEN OR VERBAL NOTICE 30 DAYS PRIOR TO THE DATE SERVICE IS TO BE DISCONTINUED.**

Main Contact- Name: _____ **Phone:** _____ C
Email: _____ **Fax:** _____
 Owner Renter Other **Preferred billing method:** standard mail email
Payments can be made payable to *Amazing Pools & Spas, Inc.* Mail all payments to *PO Box 218, Cypress, CA 90630*

Alternative- Name: _____ Phone: _____ C
Email: _____ Fax: _____
 Owner Renter Other

Additional charges:

Filter cleanings: \$ _____ each occurrence, twice per year (see terms for more details). **Declines?** No / Yes

Summer Surge: \$ _____ annually, billed in June (See terms for more details).

Salt System Present Salt included w/ monthly rate Cell cleaning rates: \$25 alone or \$10 w/ filter cleaning

Dog(s) on premises? No Yes If yes, how many? _____ **Bite hazard?**(see animal terms) No Yes

Secured access? No Yes If yes, key or codes _____
We recommend placing a secure lockbox near entrance gate and placing key inside to secure key on site
The Company is not responsible for replacing or compensating for lost or stolen keys

Service suggestions: Please put a small trashcan by your pool pump. This way your technician can empty debris directly into the wastebasket. Please have a hose available that will reach the pump in case it is necessary to prime the pump. Make sure the threaded end is not bent or broken so your technician can use any attachments necessary for the job. The technician may not be able to prime the pump if no hose is available. If you are looking to purchase items for your pool, please contact us and let us know. We may be able to save you money over retail stores. For more charges and fees applying to our service, please visit our the website at www.amazingpools.net

I have read and agree to the terms and rates listed on both sides of this agreement.

Print Name _____ **Signature** _____ **Date** _____
Please fill out a minimum of the gray highlighted areas. White copy- returned to company. Yellow copy- retained by customer Rev. 8/2016

TERMS OF SERVICE:

STRUCTURAL ISSUES: The Company does not take responsibility for *any* shading, cracking, chipping, or variations in swimming pool coatings. Since coatings are composed of natural materials and applied in numerous separately mixed batches, a certain amount of shading, staining, and color variations should be expected. Calcium rich coatings can cause mineral saturation in the pool water. Calcium deposits can form on water tile line and on pool coatings. Salt can greatly increase the Total Dissolved Solids in water. Different forms of staining do occur in all pools and with proper chemistry can be held to a minimum. The Company does not take responsibility for damages or staining caused by oils, scum build up, and/or the decay of natural materials introduced into the water through acts of nature, swimming, or gardening services. The Company does not take responsibility for damages to the structure caused by vandalism. Regular partial or full structure draining(s) *will* be necessary throughout the life of the swimming pool to reduce calcium and metal saturation and minimize plaster issues.

HOLIDAYS/VACATIONS: The Company observes 6 major holidays. There will be no service on Memorial Day, Independence Day, Labor Day, New Year's Day, and the weeks of Thanksgiving and Christmas. These holidays are full invoice price. If your day of service does not fall on these days then they do not apply. The technician is also allotted two weeks vacation per year. You will be notified two weeks in advance. Keep in mind there are several months throughout the year when your pool will be serviced five times instead of four. This will balance out these holidays over time. Your pool will be prepared chemically the week before to make it through the missed visits.

SICK TIME: If your pool is missed due to sickness or illness you will be notified and the missed day will be made up later in the week (health permitting). Otherwise, you will not be billed for that week of service.

WEATHER: The Company is not responsible for damage to pools due to acts of nature. An additional charge may be assessed to clean excessive debris and/or dirt build up. Unfortunately, the weather is not always sunny. On the days when it is raining, windy or otherwise hazardous the chemicals in your pool will be balanced and your baskets will be emptied. There will be no vacuuming or netting until the following week (weather permitting).

SERVICE DAY AND TECHNICIAN: The service day of the week and your service technician may vary from time to time without prior notice.

ANIMALS: The Company is not responsible for lost animals. Any animal of any size may be a bite hazard if they have a tendency to attack people. Please acknowledge if any bite hazard exists with any animal on the premises. Any technician or other representative of the Company will attempt, within reasonable expectations, to avoid allowing free running animals to escape their enclosures if they include the path from the front of the residence to the swimming pool. The Company reserves the right to seek compensation from the Customer for costs resulting from any injuries or damages suffered from an encounter with any hazardous animal(s) on the Customer's property. The Customer is responsible for keeping any area a technician may need to use clean of any animal feces or other hazardous waste/material.

POOL COVERS: If a pool cover is on your pool on the day of service only chemicals will be checked. Unfortunately, when the cover gets removed most of the debris falls in the pool and does not settle right away thus making vacuuming ineffective. **Please have covers removed on the day of service.**

BLOCKED/OBSTRUCTED ACCESS: We ask that you please leave any gates unlocked on service days and maintain at least a 4' wide area of clear pathway for your technician to access your pool along side yards and driveways. If the service technician arrives on the service date and cannot get to your pool due to circumstances beyond his control, there will be no discount for the missed service since he showed up to clean the pool. If the company is given at least 72 hours prior notice that access to the pool will be obstructed the Company will work with you to re-schedule to a different day of the week or not show up at all, in which case your monthly invoice will reflect that week with no charge. You must speak to somebody personally. If your technician shows up and cannot get to your pool and you require the pool to be cleaned the same week there will be a \$25.00 service charge for the return trip.

INVOICES/LATE FEE: The Company defines a month to be four weeks in length. If a weekly service is missed, the amount of one-fourth the monthly service rate will be deducted from the monthly service invoice. Invoices are generated around the 10th of every month by mail or email. Payment is due on or before the 1st of the following month. If payments are not received by the 5th of the following month, a \$5.00 late fee will be assessed to the next months invoice. A late fee will be assessed for each late invoice up to three months, at which time service will be terminated if all charges, including late fees, are not paid in full. A restart fee equal to half of your monthly service fee will also be due before service will be continued.

Bounced Checks (NSF Fee): There is a \$45.00 charge for bounced checks (Non-Sufficient Funds).

FILTER CLEANINGS: All DE and cartridge filters related to the body(ies) of water need to be cleaned 2 times a year. These cleanings are done in a cyclical fashion and prior approval *may* not be obtained. Any repairs or replacements of parts are an additional charge. As it is critical for the filter to run in order to maintain clean water, replacement parts for the filters (elements, manifolds, and O-rings) *may* be replaced without prior approval. Payments for these items can be split into two separate payments if necessary. There may be more frequent filter cleanings due to bather load, amount of debris, or other conditions beyond the company's control. Replacing the sand in sand filters will have a varying charge. The Company does not accept responsibility for excessive algae build up due to being denied the ability to clean the filter(s) when suggested. Not cleaning the filter may require an additional charge to remove any excessive algae that may bloom as a result of the filter not being maintained or being maintained by any person other than a representative of the company. See front page of agreement for rates.

Salt Cell Cleaning: If a salt chlorine generator is present on the pool plumbing, regular maintenance is necessary to extend the life of the system. Maintenance and repairs to the system will be an additional charge. The only regular service to be expected on these systems is the cleaning of the cells. See front page of agreement for rates.

SUMMER SURGE: This is a fee charged to offset the extra chemicals needed to prevent algae build up from excessive use and heat in the summer that create an environment conducive for algae growth. This fee includes conditioner, which helps prolong the life of chlorine in the water by slowing down chlorine decay due to the ultra violet rays of the sun. It also includes phosphate remover, which removes the food algae thrives on from the water. It also includes extra algaecides, such as yellowtrine and silvertrine. These are added throughout the year, but primarily used in summer to help prevent algae growth. See front page of agreement for rates.

WATER LEVEL: The water level in a swimming pool or spa is important to maintain. If the water level gets too low, the pump seals may burn out. If the water is too high the pool can flood. If automatic water fill equipment is installed on any existing pool/spa, the company will take responsibility for monitoring said equipment to make sure it is functioning properly and the water level is kept at the appropriate level. If there is no equipment, the Company will not be responsible for maintaining the water level in the pool/spa. If the water filling equipment needs repair or replacement and approval to fix the problem is not given, the Company will not take responsibility for maintaining the water level.

REPAIRS: Parts such as baskets, gaskets, weirs, and other items that can protect the pool equipment from damage or allow for proper water circulation may be replaced without prior approval. These items typically will be less than \$40. Payments for these items can be split into two separate payments if necessary. Any other repairs are an extra charge outside of the agreed service rate and will only be made with prior approval from the customer.

